

OBSERVATION REPORT #28

KPMG Consulting has not received Daily Usage File (DUF) records for 8% of calls placed on Resale lines and 18% of calls placed on UNE-P lines.

Issue

During the period of September 7-12, 2000, KPMG Consulting completed 1679 test calls for the New Jersey DUF Test. Verizon was expected to provide DUF records for 724 of these calls. After evaluating these records, KPMG Consulting determined that 8% of the DUF records for calls placed on Resale lines and 18% of the DUF records for calls placed on UNE-P lines were not received.

Breakdown:

- Resale –During DUF test calling, 731 calls were placed from Resale test lines; 327 of these calls were expected to generate DUF records. Verizon failed to generate DUF records for 25 (8%) of the calls expected to generate corresponding DUF records.
- UNE-P – During DUF test calling, 696 calls were placed from UNE-P test lines; 397 of these calls were expected to generate DUF records. Verizon failed to generate DUF records for 73 (18%) of the calls expected to generate corresponding DUF records

Assessment

Missing DUF records for completed calls on Resale and UNE-P lines will have an adverse effect on CLEC revenue by preventing the CLEC from properly billing their customers for usage charges. .